

24 hours

Khadr plan dubbed a 'PR stunt'

Stephen Harper's spokesman Kory Teneycke said the Omar Khadr file will not come up when the prime minister meets U.S. President Barack Obama next week, and called a plan advocating the Guantanamo inmate's repatriation a "PR stunt." Teneycke said Washington had not asked Canada to take its citizen, who is charged in the U.S. with war crimes for allegedly killing an American soldier in Afghanistan when he was 15. Last month, Obama halted military commission proceedings against Khadr while a panel reviewed the cases of Guantanamo Bay detainees charged with crimes. "It's not our process," Teneycke said.

"There's not been a change in the U.S. position; there's not been a change in the Canadian position. We will respond to changes in the U.S. position if and when they occur." As the federal opposition banded together yesterday to advocate for Khadr's repatriation, his lawyer outlined a plan to help him read just to Canadian society. Under the proposal, an oversight committee comprised of members of the medical, legal and faith communities would ensure Khadr gets the help he needs adjusting to Canadian society. He would initially stay with a family that has offered to take him in, receive spe-

cially crafted home-schooling, and be given psychiatric and physical therapy. The Muslim community would bear most of the costs. "We Canadians are saying to our government that we are ready to assist Omar Khadr," said Dennis Edney, Khadr's lead lawyer. Teneycke derided the plan as a "PR stunt and nothing more." In Ottawa, the leaders of the three opposition parties released a letter to Harper and Obama urging them to agree to Khadr's return. — THE CANADIAN PRESS

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Michael Peake SUN MEDIA

Sloppy winter day

Kerry MacArthur walks her son Jack, 3, to Cameron Public School in North York in the pouring rain yesterday. About 25 mm of rain was expected to fall by this morning and a heavy wind warning has been issued.

Starbucks at your service ... but not Timmies: Audit

Starbucks offers the best coffee-shop service in Toronto — followed only slightly by Second Cup — while Tim Hortons ranks at the bottom of the list, according to a new private audit.

In a soon-to-be-published customer-experience audit conducted by CorbinPartners Inc. in Toronto, six major Canadian coffee shops in Toronto were ranked after a mystery-shopping spree. Customers were sent into 10 different locations of all six coffee franchises. The visits were made at two different times of the day — the busy morning period and the laid-back afternoon hours.

Country Style ranked third in the customer-service audit, followed by Timothy's World Coffee, Coffee Time and then Tim Hortons.

"During these economic times, customer experience is important because every dollar and cent matters," said Jon Purther, chief operating officer of CorbinPartners. "We took it upon ourselves to do this study because the coffee experi-

ence is important to Canadians and, for many of them, it's the key start of their day."

Purther said his company's findings will help Toronto coffee houses focus further on customer service.

Each location was scored on objective criteria within five staff-controlled categories: service promptness, employee courtesy, employee accuracy, store cleanliness and product availability.

Second Cup soared above its competitors in promptness, with customers getting their coffee order within two minutes of walking into the store.

"Starbucks," the audit said, "came up first in the courtesy category — boosted by their employees' proactive style of initiating conversation with customers. For example, 'I love your coat' or 'We finally got some sunshine today, eh?'"

Tim Hortons scored no higher than fourth in every category, finishing at the bottom in cleanliness and employee courtesy.

— Marty York for 24 HOURS

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